

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:3168

ANSWERED ON:21.03.2007

DELAY IN DELIVERY OF POST

Chavda Shri Harisinh Pratapsinh; Rana Shri Kashi Ram

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) whether the Government has received complaints regarding delay in the delivery of post by postmen in various areas of the country;
- (b) if so, the details thereof during the last three years, State-wise;
- (c) whether such complaints have been investigated;
- (d) if so, the outcome thereof; and
- (e) the action taken/proposed to be taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

- (a) Yes, Sir. Complaints are received from time to time regarding delay in the delivery of post (unregistered letters, registered letters, speed post, registered parcels and money orders) in the various areas of the country.
- (b) The details of complaints regarding delay in the delivery of post, State-wise, are given in the Annexure.
- (c) Yes, Sir. All the complaints are investigated as per the well laid down procedure in the Department,
- (d) The outcome of investigations established the reasons for delay in the delivery of post. These are generally attributed to the insufficient address or non-availability of address, besides negligence of delivery staff in some cases and failure of supervisors. 956 employees were found guilty during the last three years for delay in delivery of post.
- (e) The Department takes immediate action on the complaints received for their redressal. Improvement of mail delivery is an ongoing exercise and the Department has taken various steps in that direction including installation of automatic mail processing centers in Mumbai and Chennai, computerization of mail operations, segmentation of mail into various channels for local, metro and international mail for quicker sorting and transmission, regular monitoring through test letters and trial cards, live mail surveys, surprise checks on delivery staff, rationalizing and re-structuring delivery work in new developing areas, etc. Responsibility is also fixed on the delivery staff found negligent in performing the duties. During the last three years, 887 officials were awarded punishment for all public complaints after due investigation.